



2-Line Intercom Speakerphone User's Guide



Please read this manual before operating product for the first time.

Model 25201

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1. Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notes

- This equipment may not be used on coin service provided by the telephone company.
- Part lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

US Number is located on the cabinet bottom

REN number is located on the cabinet bottom

2. Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Visit the RCA web site at www.rca.com

Please do not send any products to the Indianapolis address listed in this manual or on the carton. This will only add delays in service for your product.



Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

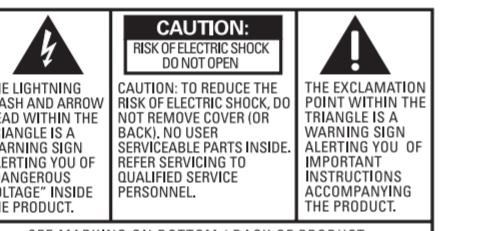
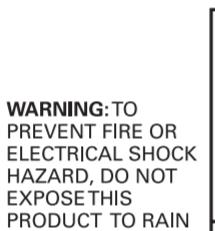
Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

Licensing

Licensed under US Patent 6,427,009.



Introduction

CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

Short Glossary of Terminology Used in this Manual

Hook switch. The part of the phone that pops up to activate the phone line when the handset is lifted from the base.

Line indicator. The light located next to each of the line buttons; it shows you the status of each line.

Off-hook. A term used to describe the phone in its active mode when the handset is off of the base cradle or a line button, along with the Speaker button, is pressed.

On-hook. A term used to describe the phone in an inactive mode.

US Number is located on the cabinet bottom

REN number is located on the cabinet bottom

Before You Begin

Parts Checklist

Make sure your package includes the following items:



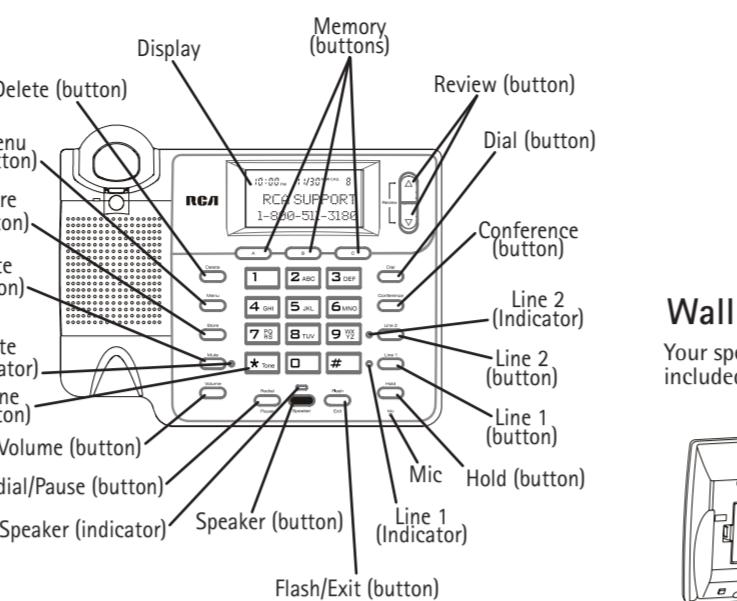
Modular Jack Requirements

To properly connect your phone to your telephone lines, you should identify the type of wall jack(s) you have. You will need an RJ11C (for a single line) or an RJ14C (for two lines) type modular phone jack, which might look like the one pictured here. If you don't have either modular jack, call your local phone company to find out how to get one installed.

Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Temporarily disconnect any equipment connected to the phone, such as faxes, other phones, or modems.

Base Layout



Installation & Setup

CAUTION: Disconnect the phone cord from the wall outlet before installing or replacing the batteries.

Installing the Batteries

Your Caller ID phone uses 4 AA-size alkaline batteries for receiving and storing Caller ID records and for storing the numbers you use for memory dialing, pulse dialing, redial, and predial functionality.

1. Release latch on battery compartment and remove cover.

- Insert 4 AA-size alkaline batteries as shown on the diagram in the battery compartment.
- Snug the battery compartment door back into place and replace the mounting bracket.
- If the line cord was previously connected, re-attach it to the unit and check your memory locations.

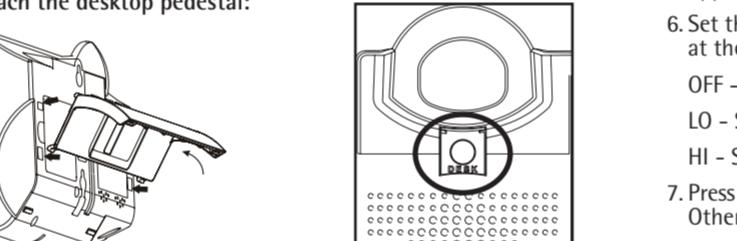
NOTE: If the low battery icon appears in the display, you need to replace the batteries. It is important that you replace the batteries as soon as possible in order to maintain Caller ID operation.

IMPORTANT: If you are not going to use the telephone for more than 30 days, remove the batteries because they may leak and damage the unit.

Installation

Desktop Installation

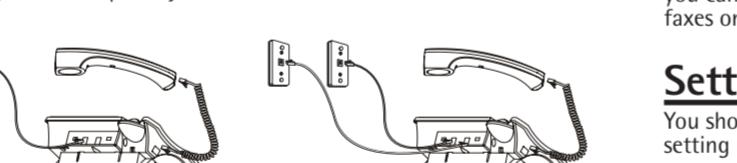
To attach the desktop pedestal:



NOTE: Ensure the handset hook is in the DESK position. Adjust it by pushing up and out of the slot on the base with your thumb, rotate the hook 180°, and replace it back in the slot.

FIGURE 1
One dual-line jack or one single-line wall phone jack

FIGURE 2
Two single-line wall phone jacks



To connect LINES 1 + 2:

There are two possible connections.

Refer to Figure 1 if you have one single line (RJ11C) phone jack or one dual-line (RJ14C) phone jack.

- Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
- Connect the other end to the single-line or dual-line wall phone jack.

NOTE: If you connect the telephone line cord to the single-line (RJ11C) wall phone jack, you will only be able to use one telephone line (either Line 1 or Line 2) but not both lines simultaneously.

Refer to Figure 2 if you have two single-line (RJ11C) phone jacks.

- Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.

2. Connect one end of the other straight telephone line cord to the jack marked Line 2 on the back of the base.

3. Connect the other end of each straight telephone line cord to the two single line wall phone jack.

4. Plug one end of the coiled handset cord into the handset and the opposite end into the base.

5. Set the Ringer Line 1 and Ringer Line 2 volume switches located at the back of the base to the desired loudness.

OFF - Telephone will not ring.

LO - Sound will be lowest.

HI - Sound will be loudest.

6. Press the Line 1 button if the Line 1 telephone cord is connected.

Otherwise, press Line 2.

7. The unit is properly installed if you pick up the handset and hear the dial tone. Otherwise, recheck all installation steps.

OFF - Telephone will not ring.

LO - Sound will be lowest.

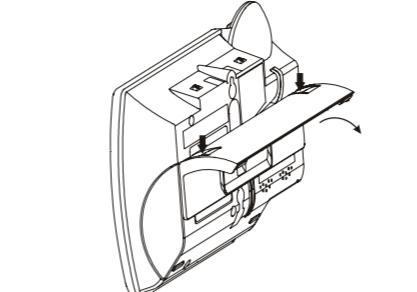
HI - Sound will be loudest.

6. Press the Line 1 button if the Line 1 telephone cord is connected.

Otherwise, press Line 2.

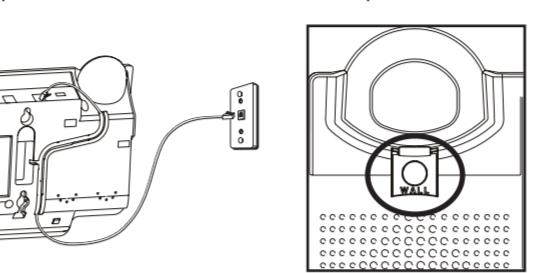
7. The unit is properly installed if you pick up the handset and hear the dial tone. Otherwise, recheck all installation steps.

To detach the desktop pedestal:



Wall Mount Installation

Your speakerphone can also be mounted on a wall plate (not included).



NOTE: To prevent the handset from falling out of the cradle while the phone is hanging on the wall, you must set the handset hook (located on the base) in the WALL position. You will also need to remove the desktop pedestal if attached.

To connect LINES 1 + 2:

There are two possible connections.

Refer to Figure 1 at beginning of Installation section if you have one single line (RJ11C) phone jack or one dual-line (RJ14C) phone jack.

- Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
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NOTE: If you connect the telephone line cord to the single-line (RJ11C) wall phone jack, you will only be able to use one telephone line (either Line 1 or Line 2) but not both lines simultaneously.

Refer to Figure 2 at beginning of Installation section if you have two single-line (RJ11C) phone jacks.

- Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
- Connect one end of the other straight telephone line cord to the jack marked Line 2 on the back of the base.
- Connect the other end of each straight telephone line cord to the two single line wall phone jack.

NOTE: If you connect the telephone line cord to the single-line (RJ11C) wall phone jack, you will only be able to use one telephone line (either Line 1 or Line 2) but not both lines simultaneously.

When the memory is full, a new call automatically replaces the oldest call in memory. NEW appears in the display for calls received that have not been reviewed.

Reviewing Call Records

- Press the Review ▲ or ▼ button to view the call records.

Press the Review ▲ button to scroll through the call records from the old one to the next new one.

- Press the Review ▼ button to scroll through the call records from the new one to the previous one.

When all of the records have been viewed, START/END appears in the display.

Deleting Call Records

- To delete the record shown in the display, press the Delete button once.

Or

- To delete all records while reviewing, press and hold the Delete button for about three seconds. DELETE ALL? appears in the display. Press Delete again to complete.

Dialing Back

When reviewing Caller ID records, you can dialback the numbers shown on the display by pressing the Dial button.

NOTE: If PICKUP PHONE shows in the display, no other changes to the number can be made. The information sent from the telephone company is known to be a valid number for dialing back (used only in very limited areas). Once you pickup the phone, the number is automatically dialed.

NOTE: Make sure either line button 1 or 2 is pressed, when the handset is picked-up or the speakerphone is in use.

If You Programmed Your Local Area Code In the Set Up Menu

- Use the Review ▲ or ▼ button to display the number you want to dial.

2. Press the Dial button.

- If you see a number with seven digits (i.e. 555-1234), then the call is from within your area code. However, this does not guarantee the call is a local call.

Placing a Call While Talking on Another Line

To place a call without hanging up on the first call:

1. Press the Hold button to put the first call on hold.
2. Press the available line button to get a dial tone. Press the Speaker button if the speakerphone indicator is off and you are using the speakerphone.
3. Dial the number you want to call.

Receiving A Call While Talking on Another Line

When you receive a call while you are talking on another line, you will hear the phone ring.

1. Press the Hold button to put the first call on hold.
2. Press the Line button next to the flashing red indicator.
3. If the speakerphone indicator is off and you are using the speakerphone, press the Speaker button.

NOTE: You must always put the first call on hold before answering a second call or you will hang up on the first call. If you want to disconnect from the first call, don't press the Hold button (skip step 1) and press the flashing line button.

Additional Telephone Features

Redial

You may redial the last number you called by pressing the Redial/Pause button after you hear a dial tone.

NOTE: The redial feature holds the last number (up to 32 digits) that you dialed in memory. If you pressed any other numbers after dialing the phone number (for example, when accessing a voice-menu system) then those numbers are also dialed.

If you get a busy signal, press Redial/Pause again without hanging up.

Hold

Hold allows you to suspend the active line(s) and replace the handset in the cradle without hanging up, then resume the conversation on the same phone or from a different phone connected to the same line.

1. Press the Hold button to place a call on hold (the line indicator is red).
2. Press the Line button and pickup the handset or press the Speaker button to resume the conversation.

Conference Calls

You can use the conference call feature when you have calls on both lines and want to have a three-way conversation.

To connect and conference:

1. Press the Line button for the line you want to use, then call the first party.
2. Press the Hold button to put the first party on hold.
3. Call the second party, or receive a call, on the other line, then press the Conference button.
4. Begin speaking to both parties.

To disconnect one of the parties:

Press the line button of the person you want to continue talking to, and the other party will automatically be disconnected.

To disconnect both parties:

Hang up the handset, or press Speaker.

NOTE: If you have two lines on hold, and you want to conference with both parties, simply press the Conference button and pick up the handset or press Speaker button.

NOTE: To put both parties on hold, press the Hold button.

NOTE: To speak to one party individually, press the Hold button, then press the line of the party to whom you want to speak (the second party remains on hold.) If the speakerphone indicator is off and you are using the speakerphone, press the Speaker button to continue the conversation on the speakerphone.

Flash

Press Flash/Exit to activate special features of your telephone network, such as call transfer, or special services from your local telephone company, such as call waiting.

Mute

Use the Mute button to interrupt a phone conversation to talk privately with someone else in the room. A conversation can be muted while using the speakerphone or handset.

1. Press the Mute button. The mute indicator comes on.
2. Press Mute again to turn it off.

Temporary Tone Dialing

If you have pulse (rotary) service and want to access customer calling services (such as telemarketing and long distance services) that require tone dialing, you can use this feature to temporarily change from pulse to tone service.

After dialing the telephone number and connecting to the customer calling service,

1. Press and release the *Tone button.
2. When you hang up, the telephone automatically returns to pulse dialing mode.

TIP: Temporary Tone can also be used while storing numbers in memory by pressing *Tone at the necessary point in the storage sequence.

Message Waiting

IMPORTANT: In order to use this feature, you must subscribe to voice messaging service from your phone company. Message Waiting displays on the screen when you receive a new message.

Provided your phone company offers voice messaging service and you subscribe to it, the message *Message Waiting* shows on the display when the phone is not in use to indicate there is a message waiting. The display clears when you listen to the new voice message or you may clear the display by pressing the Delete button during idle mode.

Memory

You may store information in any of the following memory locations: 0 to 9, A, B, and C keys. See "Storing a Pause in Memory" and "Temporary Tone Dialing."

Storing a Name and Number in Memory

1. Press the Store button. *LOCATION?* shows in the display.
2. Press the desired memory location (0 through 9, A, B, or C).

NOTE: You may select memory locations by pressing Review \uparrow or \downarrow buttons to scroll through the memory locations or press the 0 - 9, A, B, or C buttons.

3. Press the Store button again to confirm the memory location.

NOTE: If necessary, to erase existing memories, or if you make a mistake, use the Delete button.

4. Use the number keys to enter the telephone number (up to 32 digits) and press the Store button to save. (The unit will not dial a phone number in this mode.) The cursor automatically moves to the text line for name entry.

5. Use the number keys to enter the name of the person associated with the telephone number you just entered. More than one letter is stored in each of the number keys.

For example, to enter the name BILL SMITH, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L.

NOTE: The flashing cursor automatically moves to the next position or you may press the Review \uparrow or \downarrow buttons to move the cursor to the next position.

Press the 5 key 3 times for the second letter L. Press the Review \downarrow button two times to insert a space, and press the 7 key 4 times for the letter S. Press the 6 key once for the letter M. Press the 4 key 3 times for the letter I. Press the 8 key for the letter T. Press the 4 key twice for the letter H.

6. Press the Store button to save the name.

7. To enter another name and number in a different memory location, return to step 1 and repeat the process.

Changing a Stored Number

Repeat the storage sequence under Storing A Name and Number in Memory.

Erasing a Stored Number

1. Press the Store button.
2. Press the memory location (A, B, C, 0 - 9) to be erased.
3. Press the Delete button.

Copying Caller ID Memories to User Memory

IMPORTANT: You will have approximately 90 seconds to replace the batteries before the memories stored are lost. Please read the instructions before replacing the batteries and have the batteries ready to be inserted beforehand.

1. Press down and out on the snap tab located on the top of the mounting bracket. Lift the bracket off.

2. Release latch on battery compartment and remove cover.

3. Remove the 4 AA-size alkaline batteries from the battery compartment as shown on the diagram.

4. Insert 4 AA-size alkaline batteries in the battery compartment.

5. Snap the battery compartment door back into place and replace the mounting bracket.

6. If the line cord was previously connected, re-attach it to the unit and check your memory locations.

NOTE: If the name you want to enter is longer than 12 characters, only the first 12 characters will be copied into memory.

Copying Redial Numbers to Memory

1. Press the Redial/Pause button while the phone is on-hook. The display shows *PICKUP PHONE*.

2. Press the Store button.

3. Press 0-9, A, B, or C for the memory location. Press the Store button twice to confirm the location and the number. The cursor flashes in the display and you may enter the caller's name.

4. Press the Store button to confirm and save, and wait for three seconds to exit.

NOTE: If you want to edit the number, press the Store button within three seconds to enter the edit mode.

After dialing the telephone number and connecting to the customer calling service,

1. Press and release the *Tone button.

2. When you hang up, the telephone automatically returns to pulse dialing mode.

TIP: Temporary Tone can also be used while storing numbers in memory by pressing *Tone at the necessary point in the storage sequence.

Dialing a Number Stored in Memory While On-hook

1. Press a line button.

2. To select a memory, press A, B, or C, or Dial and 0 - 9. The number in that memory location displays.

NOTE: You may select a different memory location by pressing Review \uparrow or \downarrow buttons to scroll through the memories or press A, B, or C, or Dial and 0 - 9.

3. Press the Speaker button, or pick up the handset to dial the displayed number.

Dialing a Number Stored in Memory

1. Press a Line button, and lift the handset, or press the Speaker button.

2. Press Memory A, Memory B, or Memory C, or Dial and 0 - 9.

IMPORTANT: If you make test calls to emergency numbers, remain on the line and explain the reason for the call. Also, make test calls in off-peak hours, such as early morning or late evening.

Chain Dialing

Chain dialing allows you to dial a sequence of stored numbers from separate memory locations.

For example

Memory location

Local access number A

Long distance company B

Authorization code ID C

Long distance phone number

1. Select the line you want to use by pressing the corresponding line button.

2. Lift the handset, or press Speaker for speakerphone

3. Press Memory A button.

4. Press Memory B button.

5. Press Memory C button.

Storing a Pause in Memory

The Redial/Pause button has dual functionality and becomes a pause button when the Store button is pressed first. It is valid only when storing a number into memory locations. Use the Redial/Pause button to insert a pause when a delay is needed in an automatic dialing sequence. For example, when you must dial a 9 to get an outside line or when you enter codes to access your long distance company.

You may need to adjust the length of the pause duration. It can be adjusted from 1 to 9 seconds in length. The default setting is 4 seconds.

1. Press the Store button.

2. Press the Redial/Pause button. The current pause time displays.

3. Press the Review \uparrow or \downarrow buttons to scroll the pause time, or press the 1 to 9 key for one second to nine seconds respectively (i.e., 1 = one second, 2 = two seconds).

4. Press the Store button to save.

Replacing the Batteries

IMPORTANT: You will have approximately 90 seconds to replace the batteries before the memories stored are lost. Please read the instructions before replacing the batteries and have the batteries ready to be inserted beforehand.

1. Press down and out on the snap tab located on the top of the mounting bracket. Lift the bracket off.

2. Release latch on battery compartment and remove cover.

3. Remove the 4 AA-size alkaline batteries from the battery compartment as shown on the diagram.

4. Insert 4 AA-size alkaline batteries in the battery compartment.

5. Snap the battery compartment door back into place and replace the mounting bracket.

6. If the line cord was previously connected, re-attach it to the unit and check your memory locations.

NOTE: If the name you want to enter is longer than 12 characters, only the first 12 characters will be copied into memory.

After dialing the telephone number and connecting to the customer calling service,

1. Press and release the *Tone button.

2. When you hang up, the telephone automatically returns to pulse dialing mode.

TIP: Temporary Tone can also be used while storing numbers in memory by pressing *Tone at the necessary point in the storage sequence.

Troubleshooting Tips

No Dial Tone

- You must press a line button to get a dial tone.

- Check all cabling to make sure that all connections are secure and not damaged.

- Check hook switch: Does it fully extend when handset is lifted from cradle?

No Display

- Replace batteries.

- Check for proper battery installation.

No Information is Shown After the Phone Rings

- Did you order Caller ID service from your local telephone company? This unit requires that you subscribe to Caller ID service in order to work.

- Be sure to wait until the second ring before answering.

Phone Dials in Pulse with Tone Service

- Make sure TONE/PULSE DIAL MODE in the setup menu is set to TONE DIAL.

Phone Won't Dial Out with Pulse Service

- Make sure TONE/PULSE DIAL MODE in the setup menu is set to PULSE DIAL.

Phone Does Not Ring

- Is the ringer switch in the OFF position?

- Are you using too many phones on one line? (The total REN of all phones on the same line should not be greater than the maximum REN for your calling area. See paragraph 1 of the Equipment Approval Information section of this User's Guide for more information.)